

WELCOME TO HAMILTON ISLAND

HELPFUL STAY INFORMATION

On behalf of the owners and the staff of Hamilton Island Private Apartments, welcome to our Island - a truly special part of the World.

Hamilton Island does offer its guests an extensive range of activities. These include Great Barrier Reef Cruises, Water-Skiing, Sail Boarding, Catamaran and Yacht Sailing, Tennis, Gymnasium, Game Fishing, Nature Walks, Whale Watching from July to September, Scenic Flights and Wedding Services, just to name a few. *Fees and charges do apply.*

When staying with us, you have all the Resorts facilities at your disposal.

If you prefer, you can just simply relax by your private complex pool or one of the Resort pools.

Then, of course, your preference may be the nearest palm tree and your favourite book.

Whatever way Enjoy the best part of the Whitsundays, Hamilton Island.

Special offers, discounts and information included in this document are subject to change.



AGENCY INFORMATION AND CONTACTS

AGENCY INFORMATION

Hamilton Island Private Apartments

Phone: 1300 679 559

Email: info@hamiltonisland.biz

Web: www.hamiltonisland.biz

YOUR ON ISLAND CONTACT

Should something happen during your stay that requires urgent attention, please contact your on-island caretakers. Please be sure to leave a detailed message.

Your caretakers mobile contact number is SMSSED the morning of arrival.

USEFUL CONTACT NUMBERS

Emergency Services: 000

Hamilton Island: (07) 494 8555
If you require assistance or any non-urgent or non-life threatening circumstances.

Hamilton Island Security: (07) 4946 9999

CYCLONE & NATURAL DISASTER INFORMATION

The following link is the Cyclone & Natural Disaster – Community Awareness document to assist in preparing your family and residence for a tropical cyclone.

[CLICK HERE](#)

Should you need any further advice, please contact the HIE Emergency Response Manager on 07 4948 9834.



STAY INFORMATION

DETAILS FOR YOUR STAY

Your booking confirmation will have some details which we require you to complete prior to your stay. This will assist with arranging the below.

1. Arrival and Departure Transfers
2. What bedding you would like made up for your stay
3. Drivers Licence to allow the buggy to be issued
4. Property and Vehicle Bond Form to allow keys to be handed over
5. If you require a travel port-a-cot & high chair for your stay

Don't worry if you haven't provided the information. We will send you a details request email, 30 days prior to arrival, to follow up the outstanding information.

ON ARRIVAL

You will be met at the Hamilton Island Airport or Ferry Terminal by your Valet Service and taken to your apartment. This is where you will be given your keys and complimentary private golf buggy.

VALET SERVICE

If there is any change in your arrival time prior to your arrival date, please notify us on 1300 679 559 or email info@hamiltonisland.biz. Short notices of new arrival times may receive transfer delays. Schedules are pre-arranged the night prior to your arrival.

ARRIVAL CHECK IN

Check in is 2:00pm, however wherever possible, an immediate check-in, and late check-out will be available. This CANNOT be arranged prior, and will be advised by your Valet if possible, upon your arrival. Under no circumstances are guests allowed access to the unit until the cleaners have finished.

If you are arriving early, we suggest you pack a day bag.

DEPARTURE - CHECK OUT

Strictly 10:00am on the morning of your departure unless you have arranged a pickup time with your Valet/Caretaker. Your valet will contact you prior to 5:00pm the night before your departure with arrangements.

BUGGIES

A four-seater Buggy is a COMPLIMENTARY INCLUSION for your personal use only. Please refer to your Conditions attached to your booking confirmation.

The buggy is for your personal use only and owned privately by your apartment's owners.

WHITSUNDAY APARTMENTS DO NOT INCLUDE A COMPLIMENTARY BUGGY HOWEVER, YOU DO HAVE ACCESS TO THE ISLAND FREE SHUTTLE SERVICE AT THE LOBBY.

POINCIANA LODGE GUESTS

Gates at the complex entry close at 10:00 pm. Pedestrian entry only after 10:00 pm and parking is available outside the front complex gate.

MOBILE COVERAGE

There are generally good cellular phone signals accessible from Telstra, Optus and Vodafone networks across the island, although guests should note that there are some isolated locations on the island that may have weak, or no cellular signal.

COMPLIMENTARY FREE WI-FI

Your apartments WI-FI Code will be sent to you on the morning of your arrival.

For any Internet troubles please call the WI-FI Hotline on 1800 414 823 .

If the apartment's WI-FI is down or undergoing maintenance, there are alternative hotspots throughout the Island. Charges apply*

Hamilton Island enterprises, the Island operator, does offer WI-FI packages to all visitors. You can use their package for a fee and can be used on 4 devices. Unfortunately, this can only be used in 4 to 5 designated hotspots which include front street, reef view hotel, main resort, one tree hill and the wildlife and mango hill precinct.

This package can be purchased from the service desk located inside the main resort and pool area on Catseye Beach.

CHILD SEATS

Children under the age of 4 years are required to be secured in a child seat or capsule whilst travelling on a buggy.

You can either bring your own seat or once you have arrived, hire one and have it fitted through Hamilton Island Buggy Hire located near the Resort Centre at a cost of \$15 per day. This fee will be charged to a maximum of 4 days, for example, if you hire the seat for 7 days, the most you will have to pay is \$60 (4 day hire).

For further information on this, the Hamilton Island Buggy Hire number is **07 4946 8263**. Please keep in mind that seats are subject to availability and they do not take pre-bookings. There is also a maximum of only two restraints allowed per buggy.



STAY BONUS OFFERS

BONUS OFFERS

Please check with your booking agent to see if you are entitled to one of the below offers.

For 7 plus night stays:

1. On the Edge Sunset Sail - 1.5-hour cruise –
On the Edge Sunset Sail for 2 adults including selected beer, wine & soft drink.

[CLICK HERE](#) to view cruise details



2. FISHI - Fresh Island Seafood \$100.00 food voucher
Check out Fishi platters and products. [CLICK HERE](#)

Make sure you don't miss out and pre order your seafood when we send you your voucher.



Please make sure you let us know which offer you would like, prior to your stay.

**TERMS OF BONUS OFFERS –*

Bonus offers are only available to bookings made direct with Hamilton Island Private Apartments by phone or via our hamiltonisland.biz website. These offers do not apply to bookings made through a booking agent or a third party site such as booking.com, Airbnb, Expedia & homeaway/stayz etc.

Bonus offers are only available for a 7 night continuous stay in the same apartment.

Bonus offers are not available during Hamilton Island Race Week.

The bonus offer is complimentary and is not redeemable for cash or other purchases.

GENERAL ISLAND INFORMATION

BIRD FEEDING

Please do not feed the native birds, such as the yellow crested cockatoo, as it is harmful to their health and creates a menace to guests.

LOCAL HINTS

As you are in the tropics, it is understandable that a cool house is an open one. As desirable as this may be, we recommend utilising the fly/insect screens and keeping them closed at every available moment to deter insects and birdlife from entering your unit.

ROAD RULES

If you have use of a buggy you will need to be aware of the Hamilton Island Road rules. It is important that you abide by these rules to ensure your buggy is not confiscated by Security.

GROCERIES AND BOTTLE SHOP

There is a Hamilton Island IGA Supermarket and bakery on the Island.

Hamilton Island Bottle Shop is located next to the IGA



Unfortunately, IGA Airlie Beach and Coles Online no longer deliver to Hamilton Island.

NOISE

We would like all guests coming to Hamilton Island to have a memorable and enjoyable experience. We ask that everyone is always mindful of their neighbours. If you experience any disturbances after 10pm, please do not hesitate to call the Security Officer on 07 4946 8555.

CLEANING/SERVICES

As your apartment is self-contained and equipped with a laundry, there is no daily maid or cleaning services provided. If you would like to arrange a mid-stay service or linen change, please confirm at the time of booking or contact your cleaner directly – a fee will be payable directly to the cleaner.

WHAT TO BRING

All bed linen and bath towels are supplied (1 per guest). Unless otherwise stated, our apartments feature a port-a-cot and high chair. Please bring along your own cot linen if use of the cot is required.

BEACH or POOL TOWELS are available in most apartments, please confirm with our office.

Your booking does not include the use of the Resort's poolside beach towels as you have chosen to stay in our "private" accommodation.

Hair dryers - Most properties will supply hairdryers, however, they sometimes burn out and/or are accidentally popped into the past guest's luggage, so we do recommend you bring your own hair dryer if it is a valued necessity.

The rest is easy - toiletries, sunscreen, hat, swimming costume and a sarong should do it but, if you do happen to forget any items, your needs can all be accommodated in one of the many retail outlets on the Island.

BANKING FACILITIES

An agency of the Westpac Bank is in the Resort Centre. Opening hours are Monday to Friday, 9.30am to 11.30am and 12.30pm to 3.30pm. Flex teller machines are open 24 hours a day and are in the Marina Village and Resort Centre. An EFTPOS terminal is located at the Reef View Reception Desk and Yacht Club Tavern. The Post Office is also an agency for the Commonwealth Bank, Citibank, St George Bank and others.

Australia Post is in the Marina Village. Opening hours are Monday to Friday, 9.00am to 5.00pm and Saturday 9.00am to noon.

MEDICAL CENTRE

Monday, Tuesday, Thursday and Friday: 9.00am to 12 noon – 3.30pm to 5.00pm. Wednesday and Saturday: 9.00am to 12 noon.

ISLAND TRANSPORT

A free Shuttle Bus Service operates around the island between 7am and 7pm - 7 days a week.

CHEMIST

For all your pharmacy needs including toiletries, prescriptions and over counter advice, business hours at the chemist are: Monday to Friday, 8.30am to 6pm - Saturday, Sunday and Public Holidays, 9.30am to 4pm.

HELPFUL LINKS

Hamilton Island has a Kids Club & Baby Sitting
For more information please phone the Clownfish Club on:
(07) 4946 8941

SUGGESTIONS FOR HAMILTON ISLAND DINING



COCA CHU POP UP RESTAURANT

Coca Chu Pop Up Restaurant is currently located at Sails for dinner.

With a fun, fresh menu inspired by the hawker-style street food of South East Asia, the coca chu pop up at Sails offers a relaxed vibe and overlooks beautiful Catseye Beach.



MARINA TAVERN

The Marina Tavern serves pub meals inside or outside on the deck. The casual bar menu includes oversized steaks and fresh salads.



HAMILTON ISLAND GOLF CLUB

Hamilton Island Golf Clubhouse has the best views in the Whitsundays perched atop neighbouring Dent Island. Both the restaurant and bar have views of Passage Peak and the Whitsundays. Make it a day and have a round of golf then to the bar for a drink!



ROMANO'S

Offering contemporary Italian cuisine, Romano's has a warm, inviting, friendly atmosphere.

The restaurant is a perfect venue for special occasions and get together with family and friends.

The tables overlooking the water are ideal for romantic, special dinners.



MANTA RAY CAFE

Manta Ray services up a relaxed modern Australian Menu in the evenings, with a fun and family-friendly atmosphere. Mana Ray overlooks the magical Hamilton Island Marina.



PIZZERIA AND GELATO BAR

Gourmet Pizza's are the order of the day at the laid back family friendly pizzeria. Offering coffee, gelato and pizza from 2pm until late. Pizza delivery service is also available.

[CLICK HERE](#) - for more on Island restaurants

ACTIVITIES AND TOURS

RELAXATION CENTRE

Treat yourself to a private health massage from a qualified therapist or experience the flotation tank. Choose from sports, deep tissue, relaxing and soothing or perhaps try some Reiki.

GO KARTS

Be another Schumacher or Andretti and experience the adrenaline rush of racing on this all weather track, no licence required. It's the closest thing to Grand Prix racing.

GOLF DRIVING RANGE

Here you can perfect that swing by hitting a bucket of golf balls into the lake, along side the airstrip. A full range of hire clubs available for men, women and juniors.

BEACH SPORTS HIRE

From jet skis to catamarans, and sail boarding to fish feeding, you can do it all at Beach Sports. Located under the Beach House on Catseye Beach.

Water Sport charges apply and are not included in all privately owned and managed properties

QUAD BIKE ADVENTURE TOURS

An exciting adventure through Hamilton Islands forest trails by the thrill of modern, self-drive, automatic quad bikes. Also available - Quad bikes for Kids

KEGEL 9 PIN BOWLING

1-6 Players per lane, Open 2pm – 10pm daily The centre has 7 lanes, an amusement arcade and a fully licensed bar.

WILDLIFE PARK

A visit to our picturesque Wildlife Park enables guests to see koalas, kangaroos, wombats, crocodiles and other interesting animals. Stroll along easy to negotiate walking trails (wheelchairs catered for).

Breakfast with the Koalas 7.30 to 9.30am Park opens daily from 9.30am to 5.00pm.

ADRENALIN RUSH

Enjoy a RUSH HOUR like no other, in the tropical waters of the Whitsundays.

Thrill to high speed sailing aboard this sleek purpose built Nacra 36 Catamaran, the only catamaran in Australia that allows 4 people at a time to 'hang out together' on trapeze.

Book at the Beach Sports activities hut, the Tour Desk for a truly unique sailing experience.



RENEGADE SPORT FISHING AND GENERAL CHARTERS

The only way to catch the big ones is to fish with the experts. Various charter options are available including full day and half day.

SEA KAYAKING WHITSUNDAYS

Join one of the guided sea kayaking eco-tours of the islands and waters around Hamilton Island. No experience needed.

SUNSAIL

The sailing specialists. Learn to sail at the fully accredited sailing school, or sail yourself around the magical Whitsunday Islands.

Luxurious Beneteau, Jeanneau and Fountaine Pajot yachts and catamarans.

ISLAND TOUR

A great way to see the Island and learn some interesting facts about the surrounding areas and the history of Hamilton Island. Aboard the bus you will visit One Tree Hill with spectacular views of the surrounding Whitsunday Islands and Resort complex, the Marina Village and visit the Fauna Park. Tours daily from the Resort Centre.

Contact the Activities Desk for further information.

CRUISE WHITSUNDAYS

Cruise Whitsundays has got you covered for activities on the water. Excursions to the Great Barrier Reef, Whitehaven Beach trips, and whale watching in season.

HAMILTON ISLAND AVIATION

No better way to see the Whitsundays and Great Barrier Reef than from the air. Hamilton Island Aviation offers an extensive range of transfers, joy flights, Island picnics and Barrier Reef Fly/Cruise tours by Helicopter, Seaplane and Aeroplane.

HAMILTON ISLAND WATER-SPORTS

Water skiing, Parasailing, Speedboat rides; Hamilton Island Watersports has it all. Try a cruise on the Island Dreamer - Fishing, Adventure and Sunset cruises are available. Bait and hand lines included

ACTIVITIES AND TOURS

DINGHY HIRE

Hire from a range of dinghies for exciting activities including fishing, fossicking fantastic beaches and snorkelling over coral reefs.

THE HAMILTON ISLAND GOLF CLUB

An 18 hole championship golf course with 360-degree views of the Coral Sea and nearby islands – absolutely spectacular.

Situated on neighbouring Dent Island, access to the Golf Club is via a short boat transfer from Hamilton Island, which operates regularly.

Phone: (07) 4948 9760

Email: golf@hamiltonisland.com.au

HAMILTON ISLAND TOUR DESK

The Tour Desk is located in the main resort centre at Catseye Beach.

Visit the centre to book a tour or pick up the daily activity guide or an island map.

For tour information or to book a tour in advance, you can call the tour desk on (07) 4946 8305.



ENJOY YOUR STAY !